

Daily Fact Sheet

Day 19



FEMA

Austin Joint Field Office
DR-4332-TX
Sept. 12, 2017

Navigating the Road to Recovery: Good Information for Everyone

- More than **\$547 million** in federal disaster assistance **provided directly to survivors**. That total includes **FEMA grants** to homeowners and renters, **NFIP claims paid** to policyholders, and low-interest **disaster loans** for businesses of all sizes, non-profits, homeowners and renters from the SBA. If you still need help, register with FEMA at DisasterAssistance.gov.
- FEMA is hiring Texans for jobs supporting recovery. Register at <http://WorkinTexas.com>
- The Hurricane Harvey disaster page www.fema.gov/hurricane-harvey is active with [fact sheets](#), [rumor control](#) and a [Disaster Survivor Checklist](#). New information is posted daily for use.
- **Common themes throughout the Branches:** Cleaning up and making temporary repairs to your storm-damaged property will not disqualify you from federal disaster assistance. Separate your debris. Learn how to do it at www.fema.gov/hurricane-harvey or by following the advice of local officials: [#debris](#) [#BrazoriaCounty](#).
 - Test your well water before drinking it. www.tceq.texas.gov/publications/gi/gi-433.html
 - Wear personal protective equipment such as an N-95 respirator, goggles, sturdy shoes, and protective gloves.
 - Use portable generators carefully, outside and away from the home, to avoid carbon monoxide poisoning and fires.
 - Ensure the cleanup is complete before reoccupying your home
 - Document your cleanup: take plenty of photos or video, then begin cleaning up and making whatever temporary repairs.
 - Keep your receipts to show the inspector.

Approved FEMA Program Issue Fact Sheets Available

Visit the resources section on the FEMA website www.fema.gov/hurricane-harvey to view our fact sheets:

Disaster Recovery Centers Open
Disaster Legal Assistance
Disaster Survivor Assistance
Disaster Survivor's Checklist
Disaster Unemployment Assistance
Individual Assistance
Individuals and Households Program

Mitigation Steps
Mosquito Spraying
National Flood Insurance Program
Proper Use of Grants
Recovery is a Community Effort
Transitional Sheltering Assistance

Total number of federal staff is **5,309 (+116 from previous day)** this includes Surge Capacity Force support of **1,236 (+3 from previous day)**

Individual Assistance (IA)

Disaster assistance for homeowners and renters may include grants to help pay for temporary housing, essential home repairs, personal property replacement and other serious disaster-related needs not covered by insurance or other sources.

As of COB Sept. 11:

- Total registrations: **708,801 (+16,290 from previous day)**
- Total Individual Assistance (IA) applications approved: **221,357 (+2,949 from previous day)**
- Individuals & Households Program (IHP) grants approved: more than **\$288 million (+\$15.6 million from previous day)**
 - Housing Assistance: more than **\$179.6 million (+\$15.7 million from previous day)**
 - Other Needs Assistance: nearly **\$108.5 million (no change)**
- FEMA Inspectors in the field: **1,863 (+145 from previous day)**
- FEMA Inspections Completed: **90,306 (+3,432 from previous day)**
- Total DRC visits: **9,283 (+1,642 from previous day)**
- Total TSA rooms occupied: **23,716 (+14 from previous day)**
- Total TSA applicants checked in: **21,895 (+12 from previous day)**
- Total hotels utilized: **2,029 (-5 from previous day)**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties** are eligible to apply for federal disaster assistance through IHP.

Register

The quickest way to apply is online at DisasterAssistance.gov. Survivors may also apply by phone at **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY). Lines may be busy due to high demand. Be patient and try calling in the morning or evening when call volume may be lower.

Understanding Eligibility

Texans who applied for disaster assistance after Hurricane Harvey should read their letters from FEMA carefully. Sometimes you may need to provide additional information to be eligible for assistance.

Common examples of missing information include proof of ownership of the damaged home or an insurance settlement letter. Please submit missing documentation to FEMA online, by mail or by visiting a Disaster Recovery Center.

Some of the reasons applicants do not qualify for federal disaster assistance include:

- Damaged property was not the primary residence at the time of the disaster.
- Adequate insurance coverage.
- Duplicate applications from the same household, where one applicant received assistance.

FEMA disaster assistance never duplicates insurance benefits, but if insurance is not enough to cover all the eligible damage, the initial determination may change.

U.S. Small Business Administration (SBA)

SBA offers low-interest, long-term disaster loans to businesses of all sizes (including landlords), private non-profit organizations (such as churches and charities), homeowners and renters to repair or replace uninsured/uncompensated disaster-damaged property. SBA disaster loans offer an affordable way for individuals and businesses to recover from declared disasters.

As of **COB Sept. 11, 2017:**

- Total SBA loans received: **15,386 (no change)**
- Total SBA loans approved: nearly **\$104 million (no change)**
 - Homeowners: more than **\$95.3 million (no change)**
 - Businesses: more than **\$8.5 million (no change)**
- Apply online at disasterloan.sba.gov/ela or in person at a Disaster Recovery Center. A loan officer will determine your eligibility during processing after reviewing any insurance or other recoveries.

The SBA and the Texas Gulf Coast Small Business Development Center Network has opened a Business Recovery Center to provide a wide range of services to businesses affected by Hurricane Harvey. Hours are **8 a.m. to 6 p.m. weekdays and 9 a.m. to 4 p.m. weekends**. The property damage application deadline is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

County	BRC Location
Aransas	Women's Club of Aransas County, 1104 Concho St. Rockport TX 78382
Harris	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373

Disaster Survivor Assistance (DSA)

Teams are in the field providing registration services, case updates/inquiries and referral to community partners, faith-based and volunteer organizations.

As of **COB Sept. 11, 2017:**

- DSA Deployed: **909 (no change)**
 - Home Visits: **28,274 (+13,568 from previous day)**
 - Total Survivor Interactions: **44,431 (+7,159 from previous day)**
 - Total Survivor Registrations: **9,388 (+259 from previous day)**
 - Total Whole Community Referrals: **2,633 (+273 from previous day)**
 - Total Shelter Visits: **125 (+13 from previous day)**

Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies will be available to answer questions. To find the nearest DRC use: asd.fema.gov/inter/locator/home.htm. Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m. daily**.

County	DRC #	Location
Jackson	MDRC#1	Edna High School Stadium, 1303 W. Gayle St. Edna TX 77957— 9 a.m. to 6 p.m. daily— Branch: VI Division: P
Wharton	MDRC#2	Wharton Civic Center, 1924 Fulton St. Wharton TX 77488— 9 a.m. to 6 p.m. daily— Branch II Division: K
Harris	DRC#1	George R. Brown Convention Center, 1001 Avenida de Las Americas, Houston TX 77010— Branch: Harris
Colorado	DRC#2	Colorado County Services Facility, 305 Radio Ln., Columbus TX 78934— Branch: II Division: A
Fayette	DRC#3	Randolph Recreation Center, 653 East Pearl St., La Grange TX 78945— Branch: VI Division: R
Calhoun	DRC#4	Calhoun County Library, 200 W. Mahan St., Port Lavaca TX 77979— Branch: VI Division: P
San Patricio	DRC#5	Bay Vista Shopping Center, 2334 Hwy. 361, Ingleside TX 78362— Branch: III Division: N
Victoria	DRC#6	Pattie Dodson Public Health Center, 2805 N. Navarro, Victoria TX 77901— Branch: VI Division: P
Goliad	DRC#7	Goliad Memorial Auditorium, 925 S. State Hwy. 183, Goliad TX 77963— Branch: VI Division: P
Fort Bend	DRC#8	Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Missouri City TX 77459— Branch: II Division: K
Montgomery	DRC#9	Friendship Center/Community Center, 31355 Friendship Dr., Magnolia TX 77355— Branch II Division: E
Fort Bend	DRC #10	Simonton Community Church, 9703 FM 1489 (Simonton Rd.), Simonton TX 77476—Monday-Saturday 7 a.m. to 7 p.m., Closed Sundays— Branch: II Division: E
Dallas	DRC#11	Kay Bailey Hutchinson Convention Center, 650 Griffin St., Dallas TX 75202
Fort Bend	DRC#12	Katy Mills Mall, 5000 Katy Mills Cir., Katy TX 77494— Branch II
Harris	DRC#13	Baytown Community Center, 2407 Market St., Baytown TX 77522— Branch: Harris Division: A
Harris	DRC#14	Greens Point Mall, 263 Greenspoint Mall, Houston TX 77060— Branch: Harris Division: 2B

National Flood Insurance Program (NFIP)

As of **COB Sept. 11:**

- Total claims submitted for Harvey: **82,700 claims (+700 from previous day)**
- Total advance payments to Texas policyholders: over **\$155 million (+\$23 million from previous day)**

The National Flood Insurance Program call center is available 5 a.m. to midnight at **800-621-3362 (Press 2)**. For more information on how to file a claim, visit www.fema.gov/hurricane-harvey.

Transitional Sheltering Assistance

For some displaced survivors unable to return to their flood-damaged homes, FEMA may pay the cost to stay in certain hotels or motels for a limited period of time. FEMA only pays for the room and taxes.

Individuals and households must first register with FEMA at DisasterAssistance.gov to be considered eligible. See the same link for a list of participating Texas hotels, sorted by city.

Eligible survivors may also call the FEMA Helpline **(800) 621-3362** (voice, 711/VRS-Video Relay Service) or **(800) 462-7585** (TTY) for assistance in finding a participating hotel nearby. Since room availability changes quickly, survivors should call the hotel prior to traveling to confirm it can accommodate them.

Note: Hotels may need to honor prior reservations and may not be able to accommodate displaced survivors for an extended stay. FEMA makes direct payments to the hotels so survivors do not have to use their own funds. Guests are responsible for all other costs associated with lodging and amenities. Those ineligible for TSA may be referred to local agencies or voluntary organizations for sheltering options.

Locate a Shelter

If you and your family need a place to stay, [download the FEMA mobile app](#) and look under Disaster Resources for a list of nearby shelters. Or call **800-REDCROSS** (733-2767). The American Red Cross (ARC) provides food, comfort and shelter to those who need it—without regard to race, religion or citizenship status.

Disabilities or Other Access and Functional Needs

- If FEMA is participating in a local event, anyone has the right to request reasonable accommodations to support their communication needs. FEMA can provide services such as sign language interpretation and captioning if a request is made through the meeting or event host.
- FEMA offers services and technologies to support survivors with disabilities and access and functional needs through the disaster assistance process.
- FEMA can provide sign language interpreters and materials in alternate formats (such as Braille, large print and electronic formats) upon request.
- FEMA has amplified telephones, phones that display text and amplified listening devices for people with hearing loss. Magnifiers are available for people with vision loss.
- Video Remote Interpreting is available at Disaster Recovery Centers (DRCs) and in-person sign language is available by request. DRCs also have accessible parking, ramps and restrooms.

Inspections

Due to the magnitude of the event, it may take **up to 21 days** for an inspector to contact applicants to schedule an inspection. Don't wait to begin cleaning up. Document damages with photos, video, and receipts. Cleaning up and making temporary repairs to your storm-damaged property will not disqualify you from federal disaster assistance. Separate your debris following local direction.

Rumors and Scams

Survivors can visit the Hurricane Harvey [rumor control page](#) for accurate up to date information about common rumors and scams.

Disaster Unemployment Assistance (DUA)

If you are out of work or lost income due to Hurricane Harvey, and do not qualify for unemployment benefits, you may be eligible for Disaster Unemployment Assistance (DUA). Visit the Texas Workforce Commission online to apply at twc.state.tx.us/jobseekers/disaster-unemployment-assistance.

U.S. Postal Service: Your mail is safe and sound

Most post offices that closed in the wake of Hurricane Harvey have reopened. Call **(800) ASK-USPS (275-8777)** for more information.

Disaster Legal Services

If you need legal assistance, call the Young Lawyers Division of the American Bar Association at **(800) 504-7030**. Survivors can receive free counseling on insurance claims, landlord-tenant issues, home-repair contracts, the replacement of legal documents destroyed by the storm and other legal matters.

Public Assistance (PA)

The Public Assistance (PA) program reimburses state and local governments, federally recognized tribes and certain private nonprofit organizations in designated counties for eligible expenses incurred before, during and after Hurricane Harvey on a cost-share basis. This money helps pay for efforts to protect people and property, restore power, repair roads and clean up neighborhoods.

Nearly **\$163 million** in expedited PA funding has been obligated to the State of Texas, as of **Sept. 8**.

- For more information about PA grants and Direct Federal Assistance, visit: [fema.gov/public-assistance-policy-and-guidance/public-assistance-guide](https://www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide).
- The presidential disaster declaration stemming from Hurricane Harvey makes FEMA PA grants for Categories A & B and Direct Federal Assistance available to eligible applicants in **27 counties: Austin, Bastrop, Bee, Colorado, DeWitt, Fayette, Goliad, Gonzales, Hardin, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Waller and Walker.**
- Applicants from the following **28 counties** may apply for reimbursement for expenses in Categories C-G: **Aransas, Brazoria, Calhoun, Chambers, Colorado, Fayette, Fort Bend, Galveston, Goliad, Hardin, Harris, Jackson, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton.**
- Applicants from the following four counties may apply for Category B and Direct Federal Assistance: **Bexar, Dallas, Tarrant and Travis.**
- The federal cost share increased to **90 percent** reimbursement of eligible costs for debris removal (Cat A), including Direct Federal Assistance; and **100 percent** reimbursement for emergency protective measures (Cat B), including Direct Federal Assistance, for **30 days** from the start of the incident period (Aug. 23), and then a **90 percent** federal cost share afterward.

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